


23.1.1 TOTAL PERMITS ISSUED: PER 1,000 POPULATION

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	60.8	70.0	58.0	57.9	66.4	58.8	61.1	66.2	66.0	65.7	65.3


Performance Measure Description

- For 2012-2015, this measure represents activity for the City of Wichita. For 2016 and future years, activity for the MABCD service area is reported, which includes unincorporated Sedgwick County, Wichita, and ten other small cities.
- Permit categories are residential, commercial, plumbing, electrical, demolition, and other permits.

Factors Impacting Outcomes

- The number of permits issued by a jurisdiction is partially a factor of the types of separate permits required.
- There is an increase in number of permits after a natural disaster such as a hailstorm or tornado.

23.1.2 PERCENTAGE OF PERMITS ISSUED THE SAME DAY

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	99%	96%	99%	99%	99%	91%	98%	92%	95%	95%	98%

Performance Measure Description

- For 2012-2015, this measure represents activity for the City of Wichita. For 2016 and future years, activity for the MABCD service area is reported, which includes unincorporated Sedgwick County, Wichita, and ten small other cities.
- Over the counter permits include walk-ins, E-Permits, and faxed applications. In 2019, Contractors will be able to apply for permits on the online portal and get same day approval as well.

Factors Impacting Outcomes

- Increase or decrease in volume of general construction permit activity.
- Increase in number of permits due to a natural disaster such as a hailstorm or tornado.

23.1.3 AVERAGE DAYS FROM CUSTOMER SUBMITTAL OF APPLICATION TO PERMIT ISSUANCE

14.0 BENCHMARK			2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
ICMA	Commercial	29.0	16.6	13.1	13.7	13.2	14.0	13.2	14.0	14.0	14.0
ICMA	Residential	15.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0



Performance Measure Description

- For 2012-2015, this measure represents activity for the City of Wichita. For 2016 and future years, activity for the MABCD service area is reported, which includes unincorporated Sedgwick County, Wichita, and ten other small cities.
- Includes correction time.

Factors Impacting Outcomes

- Volume of permits.
- Project complexity impacts review time.
- Quality of plans submitted by applicants and timeliness of applicants in responding to MABCD permit review staff.
- MABCD has no control over when a contractor will pick up plans and pull a permit.
- Required approvals from other departments and/or Federal or State agencies.
- Architects are now able to submit drawings thru EPlans which went live in 2018. This makes for a faster turn-around time for reviews.

23.1.4 PERCENTAGE OF INITIAL CODE REVIEW FOR CONSTRUCTION PERMITS COMPLETED WITHIN 14 CALENDAR DAYS

BENCHMARK			2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	79%	Commercial	85%	96%	89%	97%	98%	94%	95%	98%	98%
	89%	Residential	100%	100%	100%	100%	100%	100%	100%	100%	100%


Performance Measure Description

- For 2013-2015, this measure represents activity for the City of Wichita. For 2016 and future years, activity for the MABCD service area is reported, which includes unincorporated Sedgwick County, Wichita, and ten other small cities.
- Includes building and requirements.

Factors Impacting Outcomes

- Other factors that impact plan review turnaround time are the volume of permits, thoroughness of applications received, the technical difficulty of a particular review, and involvement of other departments before permit approval.

23.1.5 PERCENTAGE OF INSPECTIONS COMPLETED ON TIME

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	100%	99.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%



Performance Measure Description

- A same day inspection is one where the inspection occurs on the day that it was scheduled. MABCD allows permit holders to request inspections until up to 6:15 am for same day inspections by online portal.
- For 2012-2015, this measure represents activity for the City of Wichita. For 2016 and future years, activity for the MABCD service area is reported, which includes unincorporated Sedgwick County, Wichita, and ten other small cities.

Factors Impacting Outcomes

- Standard varies by jurisdiction.
- Except for re-roofing and re-siding permits, the MABCD standard is to complete 100% of all requested inspections on the day requested.
- Re-roofing and re-siding inspections are not guaranteed for same day inspections.
- Prior to 2010, all permit holders could request morning or afternoon inspections; 97.3% of morning inspections are on time, and 99.6% of afternoon inspections are on time. In 2011, morning or afternoon requests were limited to the most time sensitive case types, such as foundation footing inspections.

23.2.1 RATES OF COMPLIANCE: VOLUNTARY AND FORCED

BENCHMARK			2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	84%	Voluntary	82.6%	81.3%	84.2%	80.9%	82.3%	83.2%	82.8%	83.3%	83.3%
	15%	Forced	17.4%	18.7%	15.8%	19.1%	17.7%	16.8%	17.2%	16.7%	16.7%


Performance Measure Description

- Represents activity for the City of Wichita. No Sedgwick County activity is reported.
- The data represents cases brought into compliance through voluntary or induced compliance as a percentage of the total number of all cases open, which includes cases carried over from prior year.
- Voluntary compliance is generally considered to be a positive result in code enforcement because it avoids the need for potentially costly administrative or judicial action.
- Forced compliance is affected by administrative or judicial actions that can be used to force a property owner to comply with local codes.

Factors Impacting Outcomes

- Voluntary compliance rates were positively impacted by the District III Pilot Project and strategies used in that geographic area.
- Shorter compliance time frames and reduction in number of extensions given by inspectors.
- Continued focus on moving cases to court.
- One employee was on military deployment during 2018, which negatively impacted this outcome.
- The Code Enforcement Liaison has positively affected the ability to resolve difficult cases.

23.2.2 UNRESOLVED HOUSING CASES AT END OF REPORTING PERIOD

BENCHMARK		2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	400	1,243	1,216	1,309	1,409	1,387	1,287	1,509	1,409




Performance Measure Description

- Represents activity for the City of Wichita. No Sedgwick County activity is reported.
- This measure is part of the 2014 Strategic Implementation Timeline.
- There are approximately 1,000 housing cases initiated each year. Approximately 10% of cases initiated in 2018 were carried over to 2019.

Factors Impacting Outcomes

- Length of dangerous building condemnation process, which includes statutory requirements for public notice and hearing time frames, extensions or deferrals granted by Board of Code Standards and Appeals.
- Absentee property owners, bank foreclosures, and abandoned properties complicate compliance efforts and add to the length of time it takes to resolve a housing case.
- One employee was on military deployment during 2018, which negatively impacted this outcome.
- Length of time for Sedgwick County to initiate property tax foreclosure sales.
- Age of housing stock in core area.
- Length of time to resolve a case through court action.
- Increase in the number of housing cases initiated during the current reporting period.

23.2.3 AVERAGE NUMBER OF CALENDAR DAYS FROM CASE INITIATION TO VOLUNTARY COMPLIANCE

BENCHMARK			2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	130	Housing	814	596	152	124	130	123	130	130	130
	179	Nuisance	77	43	46	60	55	69	60	60	60
	106	Dangerous Building	90	76	149	71	75	80	75	75	75




Performance Measure Description

- Represents activity for the City of Wichita. No Sedgwick County activity is reported.
- Some differences in the amount of time required to achieve voluntary or induced compliance can be attributed to differences in local policies and ordinances that prescribe what level of compliance is acceptable.
- Dangerous building cases include regular condemnation/demolition cases, emergency condemnation/demolition cases, and emergency board-up cases.

Factors Impacting Outcomes

- Involvement of the Code Enforcement Liaison prior to court action.
- Inspector caseloads.
- Illegal dumping program has continued to decrease the number of nuisance cases opened by inspectors.
- One employee was on military deployment during 2018, which negatively impacted this outcome.

23.2.4 AVERAGE NUMBER OF CALENDAR DAYS FROM CASE INITIATION TO FORCED COMPLIANCE

BENCHMARK			2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	278	Housing	1,504	1,111	1,150	621	650	580	650	650	650
	140	Nuisance	157	121	143	181	140	191	180	180	180
	218	Dangerous Building	110	116	108	72	120	117	120	120	120

Performance Measure Description

- Represents activity for the City of Wichita. No Sedgwick County activity is reported.
- The average number of calendar days from case initiation to initiation of administrative or judicial process depends upon the level of threat posed by the violation. Examples of forced compliance include writing a uniform criminal complaint/ticket or abatement.

Factors Impacting Outcomes

- Length of dangerous building condemnation process, which includes statutory requirements for public notice and hearing time frames, extensions or deferrals granted by Board of Code Standards and Appeals or City Council.
- One employee was on military deployment during 2018; which negatively impacts this outcome.
- An updated policy limiting the number of extensions was implemented in March 2014, which had an impact on outcomes starting in 2015. Fewer extensions can be given before proceeding to neighborhood court resulted in a significant decrease in the number of old housing cases.

23.2.5 CODE ENFORCEMENT EXPENDITURES PER CAPITA

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 ACTUAL	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
MBP	\$9.66	\$4.86	\$6.05	\$6.54	\$6.67	\$6.35	\$6.95	\$5.49	\$5.86	\$5.83	\$5.80


Performance Measure Description

- Represents activity for the City of Wichita. No Sedgwick County activity is reported.
- For 2009-2013, expenditures included personnel and operating costs, but exclude costs associated with risk management, information technology and telecommunications, vehicles, building maintenance, and administrative overhead. For 2014 forward, all expenditures except administrative overhead are included in calculations.

Factors Impacting Outcomes

- Some variation in code enforcement expenditures per capita may be attributed to a difference in the number and proportion of residential, commercial, and industrial properties in each jurisdiction, and whether the jurisdiction is responsible for monitoring code compliance in each category.
- Some variation may be due, in part, to the desire of a community for a higher level of code enforcement services, difference in functions performed by code enforcement officials, cost-of-living differences among jurisdictions (reflected in wages and other expenses), and differences in benefits provided to employees.
- Limitation on amount of Building and Construction Fund expenditures are available for code enforcement activities.
- One employee was on military deployment during 2018; which negatively impacts this outcome.

23.2.6 CODE ENFORCEMENT: CITIZENS RATING "EXCELLENT" OR "GOOD"

BENCHMARK		2006 ACTUAL	2010 ACTUAL	2012 ACTUAL	2014 ACTUAL	2016 ACTUAL	2018 TARGET	2018 ACTUAL	2020 TARGET
 CoW Lower		23%	26%	32%	30%	24%	28%	30%	35%


Performance Measure Description

- Survey of Wichita residents was commissioned in 2006, 2010, 2012, 2014, 2016, and 2018.
- Expect to re-survey citizens in 2020.
- Survey was conducted by the National Research Center.

Factors Impacting Outcomes

- Possible responses are "Excellent," "Good," "Fair," or "Poor." "Don't Know" responses are excluded.

23.2.7 CLEANLINESS OF WICHITA: CITIZENS RATING IT AS "EXCELLENT" OR "GOOD"

BENCHMARK		2010 ACTUAL	2012 ACTUAL	2014 ACTUAL	2016 ACTUAL	2018 TARGET	2018 ACTUAL	2020 TARGET
	CoW Lower	56%	45%	55%	52%	56%	55%	60%

Performance Measure Description

- Survey of Wichita residents was commissioned in 2006, 2010, 2012, 2014, 2016, and 2018.
- Expect to re-survey citizens in 2020.
- This question was first asked in 2010.
- Survey was conducted by the National Research Center.

Factors Impacting Outcomes

- Possible responses are "Excellent," "Good," "Fair," or "Poor." "Don't Know" responses are excluded.
- The multi-departmental rapid response program for illegal dumping should impact this measure.